

## ***Surfing the Wave into the 21<sup>st</sup> Century***

### **FCCA/NCBC 2001 Conference**

### **Educational Offerings 06-29-01**

#### **Joint Plenary Session: Surfing the Wave Into the 21<sup>st</sup> Century - Steve Morgan**

(8/1/01; 9:45 am)

**Joint Plenary Session: FJC Training Update. Take Advantage of FJC Programs to Build Your Career** - Emily Huebner, Director, Court Education Division, Federal Judicial Center. Emily Huebner will provide an update of Center programs of particular interest to FCCA and NCBC members. Learn about new FJC programs available to you and your court and tips to make education and training a lynch pin in your career plan. (8/1/01; 2:30 pm)

**Open Labs** - John Leonard, Training Branch Chief, Administrative Office/Technology Training & Support Division and his team of seasoned trainers join a dedicated group of computer savvy volunteers from the Northern District of Ohio and invite you to visit the Open Labs. We will have ten state of the art stations where you can log on and explore the wide and wonderful world of CM/ECF. Experience CM/ECF in a user-friendly environment. You'll be able to navigate solo, or with the help of one of our "guides." Here's your chance to get a hands-on feel for CM/ECF, to experiment and to assess this major project. The Labs will be up and running throughout the conference. So come and surf the wave of CM/ECF! No pre-registration required.

**Counting What Counts: Aligning Mission with Performance Measurement** - George Prentice, Principal Consultant, Anabasis-Straub & Associates. In this session, we will focus on integrating performance measurement with organizational mission and purpose. We will discuss performance measurement systems, recent trends and developments in the field, and current examples of federal court initiatives. If you know where your court is going, this workshop will help you choose the right road to get there. Session #W1, T19, F16

**It's Now Or Never: Cash Management** - James De La Torre, CRPC, Gallagher Federal Benefit Services. For some of us, cash management can be mystifying or just short of misery. In this session, James De La Torre will "demystify" cash management by taking a practical, hands on approach to the financial aspects associated with managing your cash flow. You will learn sound and proven techniques for budget planning, credit card debt management, and college planning. Session # W2, F9

**New Models of Leadership: Courageous Followers and Co-Leaders** - Michael Siegel, Senior Education Specialist, Federal Judicial Center. Not everyone can be a leader in terms of their formal placement in the court's hierarchy; however, all court staff can practice the new forms of leadership. In this session, you will learn how. You'll find out that by practicing the skills of being a courageous follower and a co-leader, you can gain recognition and power in today's more collaborative forms of organizational leadership. Session #T1, F1

**Embracing Change** - Michael Berney, Education Specialist, Federal Judicial Center. Changes such as fax noticing, electronic case filing, telecommuting, Autocop, scanning images, archiving electronic records, and kiosks require you to work by new rules, to be flexible, to do things you never expected to do as part of your job. In this session, you will participate in a series of challenging team activities designed to strengthen your skills for dealing with the unexpected. Session #T2, F8

**Electronic Courtroom** - U.S. District Court Judge Kathleen M. O'Malley and court staff. We will tour the courtroom of Judge O'Malley where you will be introduced to digital evidence presentation, listening assistance, video conferencing, technology-ready counsel tables, realtime court reporting, and the use of the light pen and witness camera to enhance evidence presentation. There will also be time for plenty of hands-on experimentation. Session #T3, F2

**Judiciary Benefits Update** - Lee Horvath, Project Manager, Judiciary Benefits Initiative, Office of Human Resources and Statistics. Your benefits package includes all federal government benefits--and more. Find out about the "more" from Lee, who will provide an update on current and exciting new programs. This is your chance to find out how you can benefit from your benefits. Session #T4, F10

**New Developments in Computer Aided Research** - A representative from West Group will demonstrate the latest developments in computer-assisted legal research. This session will provide an overview of Westlaw and its key features – features that can help you in your day-to-day work activities. Session #T5, T20, F19

**Investing 101 & Advanced Investing 201** - Whether you're a novice or a more experienced investor, plan to attend these sessions. You'll meet a representative from Bank of America who will give advice and tips on investing. You can choose *Investing 101* (if you're a beginner) and then move on to *Advanced Investing 201*. Session #T6, T21, F20

**Complete Electronic Case File** - We may not be there yet, but we're getting closer. Find out how creative document management solutions can help us achieve a nearly paperless environment. In this session, a representative from CourtWatch will discuss and demonstrate the company's latest product release which includes scanning paper documents, public access to court electronic records and electronic filing. Session #T7, F22

**Exploring the Impact of Type at Work** - Marilyn Vernon, Chief, Management Programs, Federal Judicial Center. If you have never taken the Myers-Briggs Type Indicator (MBTI), or if you've taken it a while ago, plan to participate in this session to explore the impact of personality preferences in the workplace. You'll complete the new self-scorable form MBTI and take part in exercises and discussions to gain insights about your preferences and how they affect your approach to everything from organizing your desk to participating in a meeting. Session #T8, F6

**Dealing with Difficult People** - Fran Toler, Senior Education Specialist, Federal Judicial Center. During this session you will learn about some of the most common types of difficult people and what techniques work with each of them. Conflict is normal and even healthy in organizations. Some people, however, generate conflict that is neither normal nor healthy. These people are the difficult ones. How do you deal with these people who are miserable and contribute to low morale? Examine your own conflict management style. Leave with a plan on how to work with your "favorite" difficult person. Session #T9, F3

**Juggling Personal Life and Work** - Lois McLeod, Training Specialist, USDC, South Carolina. Lois McLeod will help you identify stressors, learn the three P's of stress management, develop a toolbox of techniques and discover sources of support. You'll leave the session with tools to help you balance the demands of your personal and work life. Session #T10, F24

**The Long and Winding Road: Introduction to Financial Planning** - James De La Torre, CRPC, Gallagher Federal Benefits Services. Learn how to incorporate sound financial planning strategies in your life. James De La Torre will provide an overview and explanation of the necessary components in financial planning. He will also discuss the main reasons people fail to achieve financial success as well as the six steps necessary to achieve financial security. Session #T11, F23

### **Teaching/Learning Technologies in the Future: Understanding the Force and the Dark Side**

- Bob Fagan, Senior Education Specialist, Federal Judicial Center and Rosalyn Schultz, Licensed Psychologist, Comprehensive Psychological Services, P.C. Existing and emerging technologies will impact Judicial Branch education in many ways, including altering the content and substance of offerings as court professionals incorporate technology into the performance of their jobs, and offering new ways to deliver content and substance. But are we prepared for the future? This highly interactive presentation will move you beyond 2001 as we explore some of the cutting edge teaching and learning technologies and discuss the social/psychological impacts on users in the plausible future. 2020 here we come! Session #F14, F27

**ECF In-Depth Overview** - John Leonard, Training Branch Chief, Kate Stevens and TTSD training professionals, Administrative Office/Technology Training & Support Division. Whether you're already deep into, just starting out or anticipating ECF, you'll find out more than you already know in this session. We will demonstrate basic application processes and show you how they tie in to implementation and conversion preparation. We will also show you options available for customization. And finally, we will provide recommendations for conversion preparations and give you tips on staffing resources and training. Session # T13, T28, F7

**A Life Cycle Approach to Security Management** - Dr. J. Greg Hanson, Chief Technology Officer, Telos, will highlight an innovative approach to automated security management. This approach can help the courts protect, detect and react to potential computer and information security problems on an ongoing basis. In his presentation, Dr. Hanson will draw on his broad experience as Chief Software Engineer for the United States Air Force and Lead Computer Scientist at NATO's Central Region Headquarters. Session # T13a

**ECF- Clerks Panel** - Join the pioneers in the electronic case filing world as a select group of District and Bankruptcy Court Clerks discuss CM/ECF and its process improvements, impact on staff, and other issues seen from a Clerk's perspective. The District Courts will be represented by Clerks Pat Brune, MO-W (prototype court), Geri Smith, OH-N (prototype court), Ron Weston, MI-W (1st wave court), Rich Wieking, CA-N (1st wave court) and Automation Manager Doug Palmer, NY/E (prototype court). Presenting from the Bankruptcy Courts' perspective will be Clerks Larry Bick, TX-W (alpha court), Kathleen Farrell, NY-S, Yvonne Evans, GA-N (prototype court), Mark Hatcher, WA-W (test wave court), Barry Lander, CA-S (prototype court) and Bill Redden, VA/E (prototype court). Session #T14, F11, F13

**Safety Tool Box** - Ron Scheidt, Senior U.S. Probation Officer, USPO, Nebraska. A safety tool box? Yes, we all have one. Each box contains "tools" and "skills" which can assist you and provide knowledge that can support your commitment to personal safety concerns both in and out of the office. Come and learn what these tools and skills are – and how the Color Code of Awareness can save your life. Session #T15, F12

**Trust—So Hard to Earn—So Easy to Lose** - Judy Roberts, Chief, Clerk's Office Programs, and Marilyn Vernon, Chief, Management Programs, Federal Judicial Center. How trusting are you? Do your colleagues find you someone they can easily trust? How can you earn the trust of those you work with? What steps can you take to rebuild a work relationship that may have faltered? Throughout history, trust has played a significant role in all work settings. During this session, we'll take a look at examples of trust from the Civil War to Harry Potter to current movies. Examine with us four core characteristics of trust and leave with some plans and procedures to put your ideas into action. Session #T16

**The “Head, Heart and Hands” of Change Management** - Michael Siegel, Senior Education Specialist, Federal Judicial Center. Whether your court is adopting CM-ECF or adjusting to a new chief judge, you will need to be aware of three different levels of change management. This session will offer a process for initiating organizational change and provide useful tips for using persuasion and communication skills to enlist support for change efforts. Learn how to develop a conceptual understanding of the need for change (the “head”), convey the understanding and deal with the emotional impact (“the heart”) and develop implementation skills (the “hands”). Participants will share successful strategies they have seen used in their courts. Session #T17

**Web Design for Non-Techs** - Cindy Pope, Administrative Office/Technology Training & Support Division. It’s easier than you think. In this session, you’ll find out that you can create engaging and effective web pages even if you don’t belong to the world of “techies.” Besides learning basic interface design concepts and simple but effective tools for developing your web page, you’ll also learn how to strike a balance between visual appeal, intuitiveness and functionality to help you communicate content and to keep your viewers focused. You will leave this interactive session with techniques for creating a winning, interactive web page. Session #T18, F4, F26

**Digital Software Offerings** - Find out how to apply technology to your documents. In this session, a representative from Xerox will demonstrate the Xerox suite of software that can enhance your electronic document management and show you a powerful scanning and tracking database system that indexes files for easy searching and retrieving. Session #T22, F21

**Ain’t No Mountain High Enough: Retirement Planning** - James De La Torre, CRPC, Gallagher Federal Benefits Services. In this session, you will find out why you need to plan for your retirement and the problems people face in achieving a prosperous retirement. You will then learn how to integrate your federal retirement plan with your personal savings and investments, and how to calculate the cost of retirement. Session #T26, F25

**TSP: Max Your Benefits** - Kay Johnson, Personnel Management Specialist, Office of Human Resources and Statistics, Human Resources Division. Are you making the most out of the Thrift Savings Plan? Do you know how to coordinate TSP with retirement planning? What is the impact of new developments in TSP on your participation? Find out the answer to these questions and more in this session. Kay Johnson will cover new TSP rules, two new funds, the change in contribution rules, and the IRA rollover requirements for new and rehired employees. She will also discuss the steps to take five years prior to retirement, the application process, a table of timeliness, and OPM website information. Session #T27, F17

**The Latest in Courtroom Technology** - Dickson Stewart, Audiovisual Designer and Consultant, Electronic Interiors, Inc. Take a trip to the courthouse of the not too distant future. In this session, Dickson Stewart will discuss cutting edge courtroom technology planned for installation in the new Cleveland Court House. You’ll get a preview of electronic evidence presentation, video conferencing, infrared listening devices and other technologically advanced equipment. Session #T23, F12a

**Healthy Choices for Happy Living** - Ellen Spinner, MS, RN, Women’s Contemporary Healthcare. In this session, Certified Nurse Practitioner and former Miss Ohio, Ellen Spinner, will provide us with a prescription for holistic health, focusing on three key areas of wellness: physical, social and psychological. Session #F5, F18

**Are You V-C (Video Correct)?** - Richard Itkin, Federal Account Manager, PictureTel. Explore the brave new world of videoconferencing. In this session, Richard Itkin will talk about the latest technology which expands videoconferencing capabilities to much more than just a long distance meeting tool. You will discover a new method for total participation and for sharing content from many native sources, no matter how far or how close you are. Session #F5a; F22a

**If It's So Easy to Talk, Why Is It So Hard to COMMUNICATE?** - Bob Fagan, Senior Education Specialist and Judy Roberts, Chief, Clerk's Office Programs, Federal Judicial Center. With all our experience to guide us, and especially with the help of technologies such as e-mail and audio and videoconferencing, why is it that – when asked to identify major challenges – communication is always at or near the top of the list? The answer is simple: it isn't easy! Let's take a look together—and we can laugh and learn together—from some misunderstood messages and communication. This highly-interactive session will explore some of the communication-related challenges faced by all staff in main and divisional offices and will focus on strategies to improve communication. Session #T12, T24

**Resistance to Change: Sources and Solutions** - Fran Toler, Senior Education Specialist, Federal Judicial Center. There is no one correct way to deal with resistance to change. Many people believe that if the change is communicated over and over again, the resistance will melt away. This session provides the answers and solutions to the resistance that just won't go away. Communicating about change is only one piece of the puzzle. Resistance may be due to a lack of information. More often than not, it isn't the lack of information that is causing the change effort to go dead in the water. You'll find out what else causes resistance and what can be done about it. Session #F15

**Moving the Organization to CMECF** - Jim Buchanan, Federal Judicial Center, Chris Malumphy, Chief Deputy Clerk, Northern Ohio; David Williams, Bankruptcy Court, Texas Western. You have the hardware, you have the software, do you have the people? This session will focus on the five key tasks necessary to move the people in your court to ECF. A panel of court staff from ECF prototype, alpha, and wave test courts will discuss how they Created a Vision of the ECF Court; Ensured Open Communication; Created Involvement; Assessed Roles and Relationships, and Assessed and Developed Training. Session #T6a

**Big Firms, Small Firms, Single Practitioners: Strategies for Training the Bar on How to Use ECF** - Jim Buchanan, Federal Judicial Center, Chris Malumphy, Chief Deputy Clerk, Northern Ohio; David Williams, Bankruptcy Court, Texas Western. An ECF Bankruptcy Court manager observed that "the main challenge to the court is educating the public in how to use ECF." Come hear a panel of court staff from ECF prototype, alpha, and wave test courts discuss their strategies to develop and deliver ECF training to attorneys and law firm staff. Session #F24b

**Feds Serving Feds** - GSA is positioned to help you meet the challenges of multiple priorities, increased demands and diminishing resources. Learn about our service and supply solutions, and how to obtain and pay for them. Whether you need office furniture or office products, IT or telecommunications services and equipment, mail room or management consultancy services, attend this session to learn how we can expedite your procurements and ensure you get the best value for your budget dollar. Session #T7a

**Jury Management System** - Todd Steiner, Director of Informational Services, USDC, Northern District of Indiana, Melanie Suss, Northern District of Indiana and Dale Kerkman of Discovery Interactive. Find out how one court followed the trends of e-commerce in private industry to create an efficient, cost saving method for jury management. Todd Steiner and his fellow presenters will describe an on-line method that allows summoned individuals to complete their summons on-line using the Internet. Session #F28